

Health-e-App

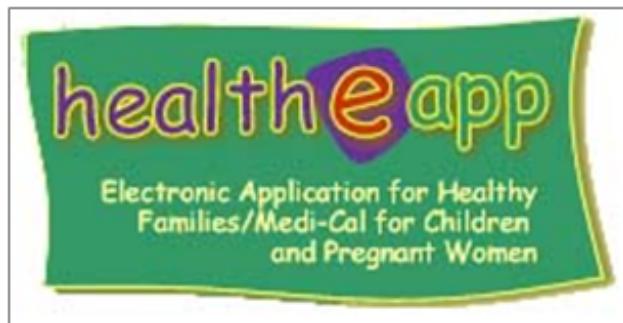
Purpose

This chapter provides information about Health-e-App, an on-line version of the joint Healthy Families and Medi-Cal for Families mail-in application. Included are the system requirements and instructions on how to use the application and submit the required documentation.

Introduction

Health-e-App is available to Enrollment Entities (EEs) and Certified Application Assistants (CAAs) to support efforts in enrolling children who qualify for Medi-Cal or Healthy Families Program coverage. Health-e-App uses the Internet to simplify and speed up the application process so children can be enrolled as quickly as possible. Using this electronic alternative to the traditional paper joint Healthy Families and Medi-Cal for Families mail-in application, CAAs can submit applications for these programs quickly and easily. Built-in error checking makes sure all questions on the application are answered.

Traditionally, families have applied for the Medi-Cal and Healthy Families Programs using the mail-in process. Applicants would obtain a copy of the application, complete it, and mail it to the Single Point of Entry (SPE). At SPE, applications are screened for either no-cost Medi-Cal or the Healthy Families Program. With Health-e-App, CAAs complete the applications over the Internet, which provides applicants with a real-time preliminary eligibility screening. Applicants receive an electronic confirmation of receipt of their applications. These confirmations also provide a document control number (DCN) for both tracking and follow-up purposes.



Improved Application Process

Health-e-App simplifies the application process so children can obtain needed health insurance as quickly as possible. It also provides a defined data entry process for information that helps to reduce application errors, which could result in enrollment delays. The on-line application process offers the following enhanced features

- Preliminary eligibility screening in just seconds
- Instantaneous error checking to improve quality of application information
- On-line selection of health care providers and health, dental, and vision plans (for Healthy Families applicants)
- Electronic payment of Healthy Families initial monthly premium
- Automated computing of income and deductions
- Electronic signatures (if signature device is used)
- Interactive web-based training for CAAs
- Fax cover sheet with a document check list

Health-e-App Improves Data Quality

Health-e-App's programming automatically checks for invalid and incomplete answers, reducing the number of errors in required questions (e.g., date of birth) that have information critical to application processing and eligibility determination. In addition, Health-e-App asks the same questions as the paper application in almost exactly the same order. CAAs who are familiar with the paper application will not have to "re-learn" the on-line application.

Minimum Requirements for Health-e-App

Health-e-App is available to those EEs and CAAs who have signed up to use it. The specific hardware and software requirements are listed below.

Minimum Hardware Requirements

- A computer with Windows 95® (or higher) or Macintosh operating system 7.6.1
- A printer capable of at least 300 dots per inch (DPI) resolution
- A fax machine (with fine resolution settings recommended)
- Internet access

Optional Hardware

- SigLite 1X5 electronic signature device from Topaz Systems
 - o Type TS261-B uses a standard RS-232 serial interface that can be used with Windows 95®, Windows NT® and computers without a USB Interface
 - o Type T-261-USB for USB equipped computers running Windows 98® or higher or Macintosh 8.5 or higher

Minimum Software Requirements

- For a Windows® equipped PC, Internet Explorer 5.x or higher
- For a Macintosh PC, Internet Explorer 5.x or higher
- Adobe Acrobat® Reader (free software download available)
- SigPlus signature pad software (if using an electronic signature pad)

With Health-e-App, EEs and CAAs must comply with the same confidentiality requirements as with the mail-in application. Because Health-e-App is an on-line system, there are strict username and password requirements.

Getting Started

Enrollment Entities (EEs) must designate a contact person identified on the EE's Invitation to Participate Form. This person should call the Health-e-App (HeA) Help Desk at 866-861-3443 to obtain a HeA password and begin the process to provide access to the Enrollment Entities' CAAs who will use Health-e-App.

The process EEs use to establish an account and link its CAAs is listed below

- EE calls the HeA Help Desk at 866-861-3443
- HeA Help Desk verifies the identity of the EE
- HeA Help Desk creates the EE Account in Health-e-App
- HeA Help Desk informs the EE how to create CAA accounts in Health-e-App

Once the CAA registration process is complete, EEs will receive a separate log-in instruction sheet for each CAA they registered. The log-in instructions will provide a temporary log-in password for each CAA to access the Health-e-App website. The CAAs must change their temporary passwords in order to begin the on-line training tutorial. Each CAAs password will expire every 30 days. CAAs must access the Health-e-App system at least once during each 30 day period to continue their status as a registered user or their passwords will expire.

NOTE: CAAs whose passwords have expired must call the Help Desk at 866-861-3443 to have their passwords reset.

EE Accounts (also known as Administrative Accounts) also have the ability to

- View Workloads- EEs can view the workload of their CAAs for tracking purposes. For security reasons, the View Workload function will not allow EEs to access and view the actual applications
- Transfer – EEs can transfer incomplete applications between CAAs
- Change Password – This option lets an EE change their password. All passwords expire every 30 days
- Reimbursement Reports – EEs can view reimbursement reports for all applications submitted by CAAs (paper and HeA). These reports are divided into three different sections: Paid, Pending, and Denied applications. They can be viewed in both detail or summary by the month entered

CAA Accounts have the ability to

- Access the on-line tutorial for HeA - CAAs must complete the on-line tutorial before they are granted access to Health-e-App for enrollments. Once they complete the tutorial, CAAs will be able to complete applications on the Internet, electronically send applications, and receive a preliminary determination of programs the children may be eligible for
- View your own workload
- Change password – All passwords expire every 30 days
- Begin a new application
- Search an application
- Modify your profile
- View broadcast messages

Using Health-e-App

CAAs access Health-e-App via www.healtheapp.net. Completing applications on-line takes 20 to 30 minutes. Once CAAs complete an application with Health-e-App, the system will generate a specialized Documentation Fax Cover Sheet to fax the required documentation.

Faxed Documentation

- After completing and submitting applications, CAAs should fax the supporting documents within 24 hours
- Fax documents to HeA at 866-848-4976
- Use the specialized Documentation Cover Sheet when faxing any supporting documentation
- CAAs must fax the supporting documentation SEPARATELY for EACH family for whom they complete an application. DO NOT fax documentation for more than one family under one Documentation Fax Cover Sheet

After submitting the HeA application and faxing the supporting documentation, DO NOT mail a copy of the application and/or documentation. If any updated or further documentation is required for determining eligibility, the family will be contacted. See page 9-6 for a sample Documentation Fax Cover Sheet.

Mailed Documentation

If updated or additional documentation is requested after the case has been initially reviewed and the applicant wishes to mail the documentation, DO NOT include a copy of the Documentation Cover Sheet. Instead, write the Family Member Number on EACH piece of documentation.

On-line Broadcast System

The HeA on-line messaging system is maintained by the HeA Help Desk. It provides a way for the HeA Help Desk to publish and broadcast on-line messages to HeA users. The on-line broadcast system allows the HeA Help Desk to broadcast messages on updates to the HeA process, notification of system downtimes, and helpful hints and tips for HeA users.

E-Payments

- Keep Confirmation Sheet for proof of payment
- Send with Fax Cover Sheet

Health-e-App: Documentation Cover Sheet DCN



** This page **must** be the first page of the fax transmission. **
** Your documentation must be submitted **within 24 hours**. **

Date: January 10, 2007

To: Healthy Families/Medi-Cal

Fax Number: 1-866-848-4976

From: John M Doe

Address: 1234 Second Street
Folsom , 95630

Phone: Home: (555) 555-5555

Document Control Number: 20073009319

Document Checklist: Please check the appropriate box to indicate which documents you are attaching:

- Signed Rights and Responsibilities Page
- Proof of Income - pay stub, last year's federal income tax filing, etc.
(If you know that your family's income will go up or down in the next few months due to overtime, promotion, raises in pay, expected increases in child support, alimony, layoffs, furloughs, etc., please explain on a separate piece of paper and fax it along with your supporting documents.)
- Proof of Residency (if not using in-State pay stub) - recent bills sent to your current address
- Citizenship - birth certificate

Premium:

\$7.00 per month. Pay for 3 months (total of \$21.00), get the 4th month free.

You must pay any past due premiums you owe when you apply. Call Healthy Families at 1-866-848-9166 to find out if you have past due premiums. Healthy Families will let you know how much to send. Check the box to tell us how you will send your payment.

Mailing Address: Healthy Families / Medi-Cal for Children and Pregnant Women
P.O. Box 138005
Sacramento, CA 95813-9984

Print

Help

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